

# Zackary Kelley

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## **Education:**

### **Master of Professional Studies- Sport Management**

Missouri State University - Springfield, MO

Expected Graduation Date: May 2022

### **Bachelor of Science - Sport Administration**

Missouri State University - Springfield, MO

December 2018

## **Professional Experience:**

### **Graduate Assistant of Aquatics and Risk Management**

Missouri State University - Campus Recreation

August 2020-Current

- Coordinate and assess risk management protocols for Campus Recreation.
- Recruit, hire, supervise, and evaluate a staff of 25+ people consisting of lifeguards, risk ambassadors and American Red Cross instructors.
- Maintain and complete records for Campus Recreation aquatics and risk management programs including audits, course records and other related documents.
- Coordinate with the Assistant Director of Aquatics and Risk Management on American Red Cross courses, risk audits and safety audits.
- Daily schedule monitoring, follow-up, and communication with instructors and Campus Recreation departmental staff, and providing the upmost customer service to patrons.
- Maintain and update a list of all Student Staff CPR/FA certifications that are required to work in Campus recreation.
- Evaluate & maintain student staff training and extensive knowledge of risk management in the building.
- Maintain inventory of supplies and equipment for the Foster Recreation Center and the Bobby and Betty Allison Recreation Fields
- Support the Assistant Director of Aquatics & Risk Management with set-up of special events and aquatics or risk management trainings and courses, as needed.
- Facilitate trainings for Head Lifeguards/Supervisors
- Coordinate and implement lifeguard in-services on a bi-weekly basis to ensure all lifeguard staff members maintain above excellent standards on all rescue skills.
- Coordinate and implement in-services for all functional areas within Campus Recreation. This includes training full-time staff on in-service topics and activities to ensure all Campus Recreation employees can respond appropriately to all emergency situations.
- Evaluate and revise Campus Recreation's Emergency Action Plan and the aquatics staff manual as needed.
- Work with Assistant Director of Aquatics and Risk Management to coordinate audits and student staff training to aid in development of a successful risk management plan.
- Assist the Assistant Director of Aquatics and Risk Management to create and implement a Risk Audit Plan spanning a year-long audit process to ensure facility safety is held to the highest standards.
- Created Risk Management Campus Impact Assessment report which identify learning outcomes to determine risk management audit accuracy and reliability.
- Developed a detailed marketing calendar for American Red Cross course offerings, including CPR/FA/AED, wilderness first aid, lifeguarding certifications, and lifeguard recertification.

## **Swim Lesson Coordinator**

Missouri State Aquatic

August 2021-Current

- Recruit and retain swim lesson participants through providing first class programs and customer service.
- Maintain safety standards on deck ensuring pool chemicals are at appropriate levels, ensuring lifeguards are present and instructors are trained in swim lesson safety standards.
- Create, implement, and manage all swim instructor's schedules including evaluation sessions.
- Attend all swim lesson sessions, setting up pool deck, and parent/guardian viewing areas.
- Responsible for check in of all participants and to create welcoming and safe environment for all swimmers.
- Meet and assist instructors with any difficult situations and lesson issues that may arise.
- Assist Associate Swim Coach with creating and organizing new swimmer evaluation process.
- Responsible for communicating all reservation times with Assistant Director of Facilities and Operations at Campus Recreation.
- Responsible for completion of all contracts and submit payment information in a timely manner.
- Manage all swim lesson equipment inventory and replace equipment as needed.
- Work directly with Associate Swim Coach to complete all duties as assigned.

### **Shift Manager/Bar Manager**

Civil Kitchen & Tap

February 2018 - Current

- Coordinate weekly inventory and purchasing of all bar supplies for the restaurant.
- Train new bartenders on cocktail menu, general bar knowledge and bartending policies and procedures.
- Complete all daily financial transactions and evening financial reconciliation.
- Create weekly schedule for entire bar staff, including barbacks and bartenders.
- Supervise all front of house staff, including servers, hosts, and bartenders while on shift.
- Supervise the customer experience for hundreds of guests daily, including managing customer expectations, dealing with customer complaints, and ensuring all food and beverage services are timely and tasteful.
- Lead quarterly meetings to ensure all staff are trained and up to date on all menu items as well as reviewing in-house policies and procedures.

### **Assistant Shop Manager**

Small Engine Specialists

September 2019 - August 2020

- Management of company social media marketing and responding to internet inquires to increase web traffic, increase revenue, and maintain a positive customer experience.
- Responsible for building customer portfolios, creating invoices and processing transactions after services are completed above industry standards.
- Responsible for handling all customer troubleshooting concerns via phone and virtual calls.
- Execute preventative maintenance, predictive maintenance, corrective maintenance, and project work.
- Responsible for following safety practices in all assigned work areas and job sites.
- Fits bearings, repairs, including the removal and replacement, of clutches, cylinders, pumps, pulse air jets, motors, guide blocks and pins. Performing repair to engine drive components including the changing of belts and V belts.
- Diagnostics of equipment failures using industry standard problem-solving techniques.

### **Internship**

Missouri State University – Campus Recreation

December 2018 - May 2019

- Collaborated with full-time staff in creating Campus Recreation’s yearly goals to serve historically underrepresented groups for increased participation and development of specific programs within Campus Recreation.
- Served on the search committee for the Associate Director of Campus Recreation.
- Orchestrated meetings to discuss the implementation of new student employee professional development and leadership theories.
- Interviewed, hired, and on boarded prospective new student employees and interns.
- Participate in Campus Recreation’s Leadership Panel for decisions, updates, and recommendations for the department.
- Attended Missouri State University’s Strategic Planning Committee to make decisions on what direction the university would like to go in their short- and long-term goals.
- Created short-term budgeting and purchasing process for professional staff to make informed, collective decisions on short- and long-term goals about improvements to the facility.
- Organized, created, and improved the risk management monthly in-service lesson plans.
- Audited and trained all Campus Recreation’s student employees on their risk management skills.
- Planned, set-up, and supervised the daily operations for annual Bouldering Competition.
- Performed general safety and equipment training for Entre-Prise Climbing Wall and all outdoor equipment.
- Programmed and supervised Missouri State University’s ultimate frisbee league.
- Mock planned and scheduled regional basketball tournament, including securing mock sponsorship for basketball tournament.
- Planned, scheduled, supervised, marketed, and the implemented the inaugural Strength Club Program.
- Led a group of students at the Midwest FitFest Conference and Expo for continuing education credits, recertifications, and networking opportunities with industry professionals.
- Trained and fulfilled Building Manager shifts and enforced all of Campus Recreation’s policies and procedures.
- Coordinated with the Assistant Director of Facilities to secure and organize facility reservations.
- Set up and supervised overnight building reservations consisting of outside vendor relations and securing appropriate staffing in all positions associated with reservations.

**Certifications, Awards and Skills:**

- American Red Cross Lifeguard Certified-----Expiration: August 2022
- American Red Cross Lifeguard Instructor-----Expiration: February 2023
- American Red Cross CPR/AED/First Aid Instructor-----Expiration: November 2023
- Outstanding Graduate Assistant - Division of Student Affairs nominee - Missouri State University Fall 2021
- NASPA Excellence Award for Athletics, Recreation, Counseling, Health, Wellness and Related nominee - 2021
- Proficient in Microsoft Word, Excel, PowerPoint, Outlook, Teams, Fusion, SubItUp and Connect2Concepts